



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**El Paso Telephone Company, The**  
**Fairpoint Communications / The El Paso Telephone Company**  
**for quarter ending September 30, 2012**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.20	4.30	4.40	4.30
B. Operator Answer Time - Information [730.510(a)(1)]	9.20	9.30	9.40	9.30
C. Repair Office Answer Time [730.510(b)(1)]	27.00	53.00	44.00	41.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	54.00	38.00	50.00	47.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.84	2.22	2.13	2.40
H. Percent Repeat Trouble Reports [730.545(c)]	7.14%	11.63%	18.75%	12.51%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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